

1. Position No. 81460, 80848	2. Descriptive Working Title Portfolio Manager - Women's Transition Housing & Supports (WTHS) Program		3. Present Classification AO 5
4. Department Supportive Housing Programs	5. Branch Operations	6. Proposed Classification	Date Revised Feb 2020
7. Position No. of Supervisor 80713	8. Descriptive Work Title of Supervisor Manager, Women's Transition Housing & Supports Program (WTHSP)		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Portfolio Manager is responsible for administrating funding and working in a collaborative partnership with service providers across the province that provide Women's Transition Housing and Supports Programs. He/she/they perform a varied role by providing consultation and support to the Boards of Directors and Executive staff of Non-Profit Societies regarding the effective management and delivery of core services and financial oversight including budget approvals and monitoring. The position is the key relationship manager for the assigned portfolio of service providers and serves as the single point of contact in managing a variety of issues relating to the delivery of these programs.

11. Duties

1. Develops and fosters collaborative relationships with service providers and non-profit organizations of an assigned portfolio to ensure the effective delivery of Women's Transition Housing and Supports Programs across the province.
2. Oversees and facilitates the execution of Agreements, including liaising with service providers in order to ensure that core services are being delivered. Utilizing knowledge and understanding of violence against women and support services, provides support, advice and consultation to support effective operations of programs and to jointly problem solve issues to ensure appropriate, efficient and effective access to programs and services. Collaborates with Program Planning on the review of existing and/or expired agreements and creation of new agreements.
3. Works closely with Development & Asset Strategies, Corporate Services, and other departments regarding the planning and development of new projects, including providing guidance and operational input, assessing regional/local requirements and recommending strategies to best meet the needs of vulnerable women and children to ensure the effective utilization and success of programs.
4. Assists Society Boards/Executive staff of Non-Profit Societies in the development and maintenance of governance and operating policies, budgeting, maintenance, administration, staffing, operational procedures, contracted services and the preparation of tender documents.
5. Liaises with Supply Chain Management regarding the issuance of Expressions of Interest, Requests for Proposal, etc. for the delivery of related contracted services. Reviews and evaluates submissions and negotiates and awards contracts to service providers.

6. Develops a working knowledge and understanding of the annual budget and financial review process. Reviews and evaluates budget submissions from service providers, works in consultation with other BC Housing staff and the Society Board/Executive to negotiate and determine annual budgets, and approves final annual budget within spending authority limits. Forwards requests outside of signing limits to the Manager, WTHSP and provides recommendations for course of action.
7. Reviews and evaluates extraordinary requests for funding, approves and passes on to appropriate spending authority or rejects and works with the Society regarding alternate solutions.
8. Conducts operational and support service reviews, including reviewing audited financial statements, to ensure the Society is complying with the Agreement, financial procedures are in compliance with audit guidelines and building deficiencies are identified. Assigns, reviews and approves Financial Reviews completed by the Financial Review & Budget Analyst (FRBA). Provides the provider with recommendations and timelines for improvement, provides guidance, advice and support to ensure the effective implementation of recommendations, and monitors ongoing results. Works with Audit Services on high-risk and/or highly irregular items in reviews.
9. Provides input to budget planning for contracted services; updates databases and other records and prepares regular reports to assist in program delivery, contract management, program planning and evaluation.
10. Assists with the management of general requests and inquiries for the WTHSP team. Provides information on support services and programs and refers individuals to other resources as appropriate.
11. Works closely with Development & Asset Strategies in assisting housing providers in assessing modernization and improvement requirements and undertaking capital improvement initiatives. Works in collaboration with DAS to provide an integrated, effective and efficient approach to managing group homes that operate as transition houses.
12. Participates in the administration of the quarterly data collection process to service providers. Reviews and analyzes scheduled and ad-hoc data collection reports, provides recommendations for new and revised programs and services, develops and implements program strategies.
13. Builds and maintains constructive and effective relationships and partnerships with a range of community stakeholders and special interest groups. Represents BC Housing in meetings with community, municipal, provincial, health and other groups to identify concerns and implement solutions.
14. Responds to inquiries and shares relevant information with partners, service agencies, the public, non-profit staff and residents, oversight agencies, advocates, elected representatives and senior level government officials. Acts to prevent and/or stabilize sensitive or contentious issues and alerts the Manager, Communications branch and relevant staff from other Branches as required of developing or potential issues.
15. Maintains constructive working relationships within the Commission and acts as a catalyst in jointly formulating ideas and facilitating creative solutions in responding to challenges in a way that will mutually benefit BC Housing and its partnerships.
16. Maintains current knowledge and understanding of BC Housing policy and procedures; various types of related federal and provincial programs, their funding arrangements and parameters; and community and social issues impacting the delivery of housing, health and social service programs.
17. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience		

Bachelor's or Master's degree in business administration, social services, public administration or other relevant discipline, including courses in non-profit society management and/or social service delivery.

Minimum six years well-rounded experience in senior level positions within non-profit society management or delivery of social services and community-based programs. Prior experience developing partner and stakeholder relationships and providing advice and consultation to Not-for-Profit Boards and Executive regarding program management.

Direct experience with programs and services for women and children who have experienced violence or are at risk of violence and previous supervisory experience in a unionized environment.

Or an equivalent combination of education, training, and experience acceptable to the employer.

6. Experience		
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Considerable knowledge and understanding of the philosophies, principles and practices associated with the delivery of government social and regulatory programs by non-profit societies and contracted community service providers.
 - Considerable knowledge and understanding of non-profit society governance, management and operation.
 - Sound knowledge of violence against women and children and the intersection of trauma, mental health and substance use issues.
 - Sound knowledge and understanding of the risks associated with working with vulnerable women and children and ability to work closely with service providers in mitigating risk.
 - Sound knowledge of issues relating to the anti-violence sector.
 - Sound knowledge and understanding of BC Housing's mandate, programs and policies in delivering social housing and social services to vulnerable populations.
 - Some knowledge of building structures and systems and an ability to recognize deficiencies.
 - Proficient in the use of MS Office Applications (Excel, Word, PowerPoint, Outlook).
 - Strong negotiation, mediation and conflict resolution skills and ability to negotiate contracts, mediate disputes and resolve conflict situations.
 - Strong written and oral communication, interpersonal, facilitation, presentation, consultative and relationship building skills.
 - Ability to provide organizational development and general management expertise and educate Boards and Executive in the successful operation of programs for vulnerable women and children.
 - Ability to build successful and constructive relationships and partnerships, both externally and internally, and work together to mutually attain the objective of providing stable, safe and affordable shelter, housing and support services.

- Ability to provide advice and assistance regarding financial budgeting and contract management practices, including the ability to assess budgets and financial statements.
- Ability to summarize and explain complex program information and funding requirements.
- Ability to build dialogue and consensus with multiple stakeholders, often with conflicting agendas.
- Ability to work together based on mutual respect and understanding of each other, and work to the highest business practice standards.
- Ability to display tact and diplomacy in dealing with a broad range of professions and community stakeholders; and be a socially sensitive administrator.
- Ability to conduct reviews and audits and facilitate understanding and compliance with recommended improvements.
- Ability to manage multiple issues and projects, coordinate with others, keep senior management apprised of major issues and adapt to changing priorities.
- Ability to strategize, apply creative thinking and build on existing and potential strengths in working towards solutions to support the long-term health and sustainability of the sector and partners.
- Ability to travel on Commission business and work evenings and weekends as required.
- Valid BC Driver's License and access to a reliable vehicle required.

7. Occupational Certification
